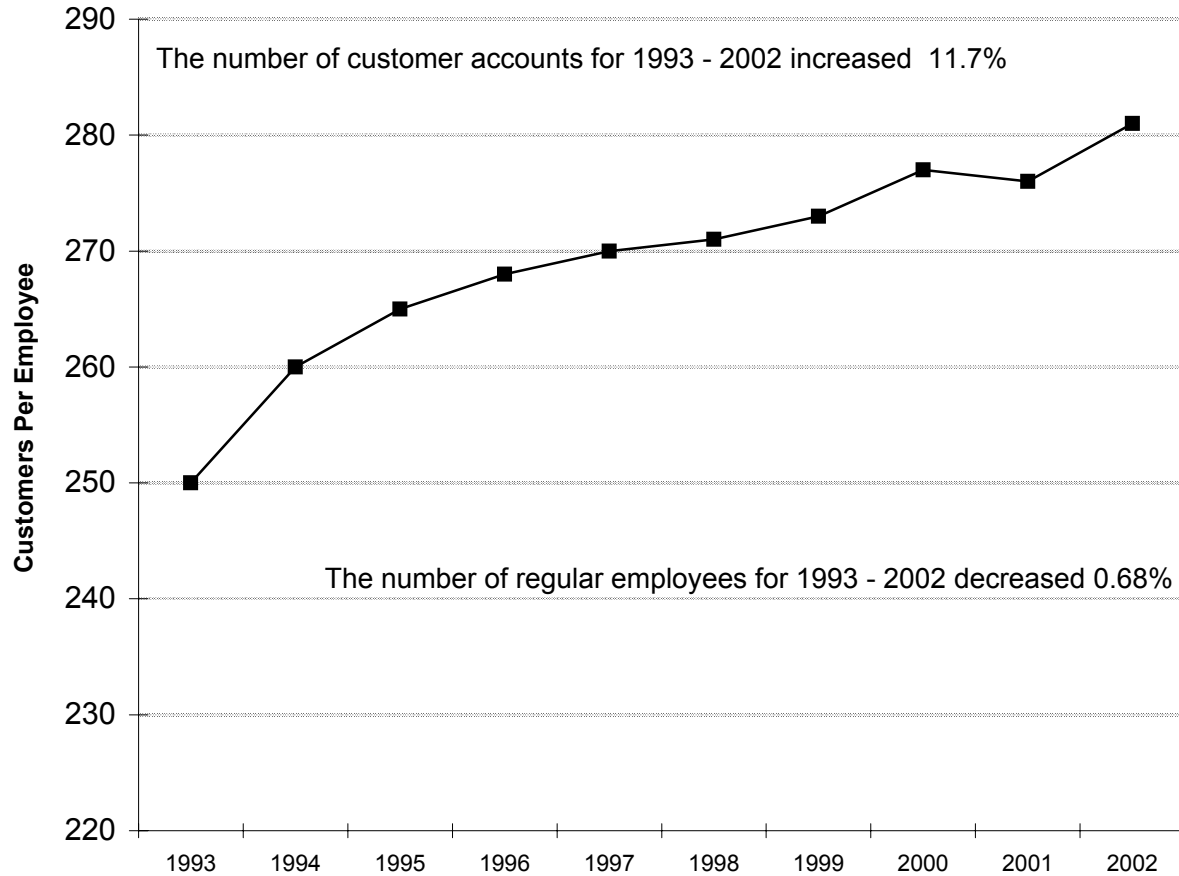


Customers Served Per Regular Employee 1993 - 2002



Years	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002
Employees ⁽¹⁾	1,030	1,003	989	989	990	1,002	1,003	1,006	1,026	1,023
Customers ⁽²⁾	257,000	261,000	262,000	265,000	267,000	271,000	274,000	279,000	283,000	287,000

⁽¹⁾ The number of employees shown are regular employees at the end of each year. The 2002 projected number of regular employees reflects budgeted authorization of 1,062 reduced by anticipated vacancy savings of 3.6% based on historical trend.

⁽²⁾ 2001 and 2002 number of customers are per 2001 rate study.